

VOLUNTEERS

1. It is the policy of the Davis County Library to recruit and utilize volunteers in accordance with applicable Davis County Policies and Procedures and as deemed necessary and advantageous to the operation of the Library.
2. All volunteers, and all tasks, projects and programs in which they are to participate, will be approved by the Director. When appropriate, the Director will seek the approval of the Board of Directors regarding plans and procedures for use of volunteers in major projects and programs. The Director is responsible for administering procedures for the recruitment, selection, training and utilization of volunteers and for maintaining appropriate records on all volunteers and all projects and programs in which they participate. When deemed appropriate to the program or project in which the volunteer will participate, the Director may require more stringent selection procedures be followed, which may include formal interviews and reference and background checks.

VOLUNTEER PROGRAM SUMMARY

The Davis County Library utilizes volunteers in accordance with Davis County policies and the following policy adopted by the Library Board of Directors:

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2. All volunteers, and all tasks, projects and programs in which they are to participate, will be approved by the Director. When appropriate, the Director will seek the approval of the Board of Directors regarding plans and procedures for use of volunteers in major projects and programs. The director is responsible for administering procedures for the recruitment, selection, training and utilization of volunteers and for maintaining appropriate records on all volunteers and all projects and programs in which they participate. When deemed appropriate to the program or project in which the volunteer will participate, the Director may require more stringent selection procedures be followed, which may include formal interviews and reference and background checks.

Volunteers are used in two primary capacities. They may be “general volunteers” who perform a miscellany of minor tasks that require minimal training and supervision. A very few are “special projects” volunteers who tell stories to children, lead discussion groups or assist in setting up for a booksale. The attached job descriptions describe the work performed by volunteers in both categories.

Volunteers come to the Library from a variety of sources. Many volunteer because they are interested in improving the services of the Library and bettering the community in which they live. Others volunteer to fulfill requirements of a school or social affiliation. Some high school students volunteer in order to enhance their college entry and financial aid applications. These latter individuals participate in a specially designed series of tasks and their work is recognized by both a letter and certificate they can use as they pursue their college careers. A very few volunteer as part of a work-training program, often offered through a school, and perform their work under the direction of a job coach. Whatever the reasons for volunteering, the Davis County Library gains greatly from the services provided by individuals who contribute their time to assist in our work.

The Davis County Library does not accept as volunteers individuals ordered by a court to complete community service hours as part of their sentence, probation or obligation to the Court.

In order to volunteer for the Library, individuals must meet the minimum qualifications, be interviewed by a staff member, and read, complete and sign the following documents:

- >> The Davis County Volunteer application form. Volunteers under the age of 18 must have the Davis County Volunteer application signed by a parent or legal guardian.
- >> Davis County Code of Conduct - Volunteers
- >> Davis County Library Volunteer Essential Functions Checklist Form

Volunteers are held to performance standards and to a dress code. Their work is overseen by a staff member to assure that their time is productive and that their work is performed consistent with Library guidelines and expectations.

The following documents are integrated into the Library's volunteer program. They include:

- >> Job descriptions for General Volunteers and Special Projects Volunteers
- >> Davis County Volunteer Application
- >> Guidelines for Volunteer Conduct
- >> Volunteer Procedures
- >> Essential Functions Checklist Form for Volunteers
- >> Students in Service to Libraries (SISL) Program Outline

These documents are reviewed and updated as necessary based on issues that arise in utilizing volunteers. They are administered uniformly across all branches of the Davis County Library.

DAVIS COUNTY LIBRARY VOLUNTEER PROCEDURES

Volunteers for the Davis County Library, whether they are volunteering for general tasks or special project tasks, will be managed in accordance with the following procedures:

>All volunteers will complete an application that will be first approved at the branch level and then approved by the Director or a designated library administrator. Volunteers will be accepted if they comply with the Davis County and Davis County Library volunteer policies and if the branch where they wish to perform their service is able to provide appropriate tasks and adequate supervision for their work. All volunteers will read the job description appropriate to the tasks they will be assigned and the guidelines for conduct and dress established for all volunteers prior to signing the volunteer application.

>The Library retains the option to accept volunteers based on factors defined in Davis County and Davis County Library policies, on available tasks, and on the number of hours of service needed by the volunteer. The Library may be able to accommodate only a portion of needed service hours if they are high depending upon the tasks available and the number of volunteers waiting to perform service.

>Appropriate paperwork for volunteers approved for service in the Library will be submitted to the Davis County Personnel Department; this paperwork will contain all information required by Davis County policies. When a volunteer completes his or her scheduled service, the volunteer's application including the work record, will be retained by the Library for a period of three years, in accordance with Davis County policies.

>Schedules will be established for all volunteers accepted for service and their work hours will be recorded on the appropriate portion of the volunteer application. Failure to report to work or complete a shift in accordance with the established work schedule will be noted on the work sheet. A second instance of non-compliance with the established work schedule may result in the termination of the volunteer's service, as determined by the Library Directory after consultation with the Branch Manager at the library involved or with the staff member assigned to supervise the volunteer's work. Volunteers will be provided with appropriate badges to indicate that they are volunteers. The badges will be worn during, and only during scheduled hours of service.

>Problems with a volunteer's performance, or noncompliance with Library policies regarding volunteers, including guidelines for conduct and dress, will be brought to the volunteer's attention and noted. Continued problems with performance and noncompliance may result in the termination of the volunteer's service, as determined by the Library Director after consultation with the Branch Manager at the library involved or with the staff member assigned to supervise the volunteer's work.

DAVIS COUNTY LIBRARY GUIDELINES FOR VOLUNTEER CONDUCT

Volunteers for the Davis County Library agree to comply with the following guidelines for conduct and dress:

Volunteers follow the direction of the staff member(s) assigned to supervise their work; they ask for clarification when they have uncertainty about their assignments; they restrict their work to those tasks assigned to them; they interact with patrons of the Library only as authorized to do so by Library staff members;

Volunteers arrive punctually to perform their work as scheduled and remain throughout their scheduled volunteer shift; if they are unable to report as scheduled, or they need to request to leave earlier than scheduled, they notify the staff member(s) assigned to supervise their work before their scheduled work time begins.

Volunteers wear badges provided by the Library to indicate that they are volunteers; badges are worn during and only during hours of scheduled service;

Volunteers apply themselves fully to the tasks assigned to them; they limit social conversation except during scheduled breaks or as authorized by Library staff members; they recognize that it is not appropriate to have friends or family members, including minor children, accompany them to the Library or to socialize with them during their scheduled volunteer work schedule;

Volunteers perform the tasks assigned to them safely and in an appropriate manner as prescribed by Library staff members; as equipment, materials and supplies provided to them are handled with care and used only in the manner intended; personal protective equipment is used in an appropriate manner and as prescribed by Library staff members;

Volunteers comply with the following dress standards, which are drafted in accordance with Davis County policies and the dress standards established for staff of the Davis County Library:

>Volunteers must wear shirts or blouses long enough to cover midriff (no bare stomachs); volunteers may not wear tank tops or spaghetti strapped shirts or blouses;

>Graphics on clothing worn by volunteers must be appropriate for a public service environment in terms of both printed language and visual images;

>Volunteers may not wear hats or caps of any kind during their scheduled work hours;

>Volunteers may not wear shorts of any kind during their scheduled work hours;

>Volunteers must wear shoes during their scheduled work hours, and all open-toed shoes or sandals must be worn with socks;

>All clothing must be clean and in good repair;

>Variations in these guidelines may be made for volunteers assigned to work outside.

DAVIS COUNTY LIBRARY VOLUNTEER

General Purpose

General volunteers perform tasks requiring minimal training that assist the staff of the Library in completing their work and improving the quality of service they provide the public. Volunteers are supervised by staff members of differing ranks depending on the duties assigned to the volunteer.

Example of Duties (Any volunteer may perform one or several of the duties listed; other duties than those listed may also be assigned.)

Cleaning: Pick up and clean debris from parking lot and around perimeter of library; sweep entranceways; clean chairs in the auditorium; clean table tops; dust and straighten library shelves and display units; clean and tape materials; bundle and tie newspapers; sort and cut discarded copy paper for scratch pads.

Shelving: Shelf picture book cart and straighten the shelves; shelf adult fiction, children and young adult paperbacks in respective areas; shelf adult fiction cart and straighten shelves; shelf paperbacks, periodicals and newspapers.

Library Functions: Line ledgers and sign-up tablets for typewriter and Internet use; label selected periodicals and barcode periodicals for checkout; check display books for expired red dots, clean and shelf; make copies of booklists and forms; do computer searches for librarians; prepare materials for storytimes; check shelves for trace and transit lists; weed ragged paperbacks, pull books on recall lists.

Minimum Qualifications

Must meet qualifications set in the Davis County Library policy on “Volunteers.”

Must be able to perform assigned duties accurately with minimal supervision and training from the staff; those unable to meet this requirement may be accepted as a volunteer if he or she is accompanied while volunteering by a job coach.

Age Qualifications

- The minimum age for volunteers is 14
- Those volunteering as part of a group project must be supervised by a qualified and responsible non-staff adult.
- Volunteers under the age of 16 are limited to the number of hours they may volunteer as per these guidelines:

- Up to 3 hours per day on school days for a maximum of 18 hours a school week.
- No more than 8 hours a day on non-school days; and, no more than 40 hours a week in non-school weeks.
- Volunteers under the age of 16 volunteering as part of a group project must be supervised by a qualified and responsible non-staff adult.

Special Qualifications, Knowledge and Skills

Abilities, knowledge and skills must be consistent with tasks available to be performed. Staff may require individual to demonstrate abilities, knowledge or skill before assigning to him or her a specific available task.

Students in Service to Libraries Program

The Students in Service to Libraries program is designed to help students (ages 14-18) with community service requirements on college admission and scholarship applications. This program is not intended for students trying to make up U's. Each volunteer follows a three-phase plan consisting of twenty-four hours. The time period for completing the program is three months. The number of volunteers participating in the program at one time is to be set by the Young Adult Librarian in each branch; however, a guideline of 1-2 is recommended.

The three-phase program is designed to orient students, first to the library layout and shelving system and then to other library activities that provide service to the community.

Phase 1 – 8 hours

- Shelving Picture books, Easy readers, Board books, and paperbacks (alpha-numerical)
- Shelving Fiction (alphabetical)
- Shelving non-fiction both children and adult (Dewey Decimal)
- Shelving all other materials including periodicals and audio-visual materials
- Desk experience – lining of fine books, copying forms and booklists, putting DVDs and CDs in drawer, cutting scrap paper

Phase 2 – 10 to 12 hours

- Labeling periodicals in top left corner for easier retrieval.
- Shelf reading, facing and shifting, as needed.
- Computer searches for collection holding and possible book lists.
- Assistance in preparation for story time and other library programs
- Other tasks which assist both desk and reference librarians in better serving the public
- Setting up displays planned by librarians or refilling current displays

Phase 3 – 4 to 6 hours (please get prior approval from the Branch Manager)

- Planning and preparing a story to be presented at story time with training and approval of children's librarian
- Planning and preparing book reviews to be included in a file youth can browse through when looking for books to read
- Helping YA librarians prepare and carry out a YA program
- Carrying out an individual project which assists the library

The Young Adult Librarian at each branch will maintain a task sheet on which staff will write proposed tasks that volunteers can assist them in completing. This will enable librarians to be prepared whenever the students come in to work on their hours. The worksheets will indicate on which phase the volunteer is currently working.

When a student has completed the required twenty-four hours of volunteer service in the three phases, his or her worksheet and agreement form will be sent to Headquarters and a letter of recognition of the achievement will be issued by the director.

Information about this program will be left with the school counselors and media specialists at each junior high and senior high school in Davis County as well as at the information desk at each Library branch.

Approved by the Davis County Library Board February 25, 1992; revised May 29, 1997; revised September 17, 2002; revised July 27, 2004; revised January 19, 2010; revised February 16, 2010.